



Job Description Form

013412 and 013413, Assistant Superintendent Custodial Operations

Corrective Services, Adult Male Prisons

Position details

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| Classification Level: | 7 |
| Award/Agreement: | <i>Public Service Award 1992 / Public Service and Government Officers' CSA Industrial Agreement 2017</i> |
| Position Status: | Permanent |
| Organisation Unit: | Corrective Services, Adult Male Prisons |
| Physical Location: | Perth CBD |

Reporting relationships

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| Responsible to: | 014043 Superintendent – Level 9 |
| This position: | 013412 or 013413 – Assistant Superintendent Custodial Operations - Level 7 |
| Direct reports | Nil |

Overview of the position

Custodial Operations is accountable for the management of prisons, work camps and associated industries ensuring each prison has the necessary resources, service specifications and legislative information to effectively manage daily operations to provide a consistent service across the estate. A systems approach is taken to the provision of essential services in custodial management and to ensure legislative compliance.

The Assistant Superintendent, Custodial Operations is responsible for taking a lead role in project management activities associated with performance improvement across prisons and work camps with a focus on consistent, culturally competent service delivery based on empirical evidence. The incumbent will ensure project management principles, frameworks and practices are adhered to; and provide professional advice and undertake complex research and critical analysis in relation to the delivery of custodial operations in accordance with the Department's policies and procedures.

The Assistant Superintendent, Custodial Operations provides all-encompassing strategic guidance to the Superintendent on emerging issues and trends, and acts as a positive change agent, driving continuous improvement in an environment of reform.

Job description

As part of the Custodial Operations team, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation
- Work to improve communication and model integrity and respect in all interactions
- Operate within the Department's Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate
- Facilitate cultural and management reforms within the Department through leadership and engagement
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

- Initiates and leads complex projects, including managing project teams and engages with stakeholders to deliver project outcomes aligned to the Department's strategic plan, and in accordance with legislative and legal requirements and procedures.
- Ensures projects are completed within scheduled timeframes and budgetary constraints, including the effective management of associated contracts.
- Initiates and undertakes ongoing risk assessments of existing procedures and practices within prisons and work camps in accordance with the Departmental guidelines.
- Consults and negotiates with key stakeholders, including community-based staff and multi-disciplinary offender services staff, to ensure delivery of comprehensive Integrated Individualised Offender Management systems and plans for offenders in prison and work camps.
- Prepares and presents comprehensive reports, memos, briefing notes and documents, incorporating research and feedback to inform the strategic decision making process.
- Initiates and facilitates the delivery of a variety of support activities (conducting information sessions, gathering feedback, compiling agency broadcasts) which enhance the engagement of staff in the activities of Custodial Operations.
- Supports the operations of Custodial Operations by coaching and mentoring staff to develop and enhance their capabilities; and actively participating in the formulation and achievement of objectives, strategies and priorities that support the effective functioning of the business area.
- Assists the Superintendent by ensuring operational priorities are achieved through effectively managing business activities. This extends to financial management (including

preparing budget submissions), identifying and managing risks, managing contracts, human resources and other administrative functions as required.

- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience:

Shapes and manages strategy

The ability to: provide direction to others regarding the purpose and importance of their work; set work tasks that align with strategic objectives and communicates the expected outcomes; understand the Department's objectives and aligns project activities accordingly; consider the ramifications of identified issues and evaluate their potential impacts on work plans and operational goals; gather and investigate information from a range of sources and explore new ideas and different points of view; and investigate best practice approaches that may enhance service delivery.

Achieve results

The ability to: critically review project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes; identify key talent that will enhance and support performance; remain flexible and responsive to changes in requirements; seek specialist expertise and capitalise on the expert knowledge and skills of others; set clear plans and timeframes for project implementation and outline specific activities that support success; respond in a positive and flexible way to change and uncertainty; share information and own expertise with others; see projects through to completion, monitor project progress and adjusts plans as required to meet deadlines; commit to achieving quality outcomes; and seek feedback from stakeholders to gauge satisfaction.

Builds productive relationships

The capacity to: build and sustain relationships with a network of key people internally and externally; be proactive in offering assistance for a mutually beneficial relationship; anticipate and be responsive to internal and external clients' needs; involves, encourages and recognises the contributions of people; consult and share information and ensures that others are informed of issues; work collaboratively with the team; encourage the exploration of diverse views and try to see things from different perspectives; identify learning opportunities and strengths within the team and delegate tasks accordingly; set clear performance standards and provide timely praise and recognition; provide constructive objective feedback in a manner that gains acceptance and achieves resolution; and deal with poor performance promptly.

Exemplifies personal integrity and self-awareness

This role requires: a high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; the ability to stand by own position when challenged; to seek advice and guidance when required; take personal responsibility for meeting objectives and shows initiative and acts proactively to progress work to meet deadlines; able to remain positive and respond to pressure in a controlled manner; continues to progress work despite criticisms and setbacks; a strong commitment to learning and self-development; acceptance of challenges and new opportunities; engage with risk by providing impartial and forthright advice; constructively challenging important issues and proposing solutions; and actively identifies and manages risk issues escalating as required.

Communicates and influences effectively

A demonstrated ability to: present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences; approach negotiations with a strong grasp of key issues; able to frame persuasive arguments that take account of opposing views; encourage support from relevant stakeholders; and strive to achieve outcomes that benefit all parties.

Role specific criteria

- Demonstrated experience in leading and coordinating concurrent complex projects in a large, multi-disciplinary organisation. Demonstrated knowledge of contemporary project management frameworks.
- Knowledge and understanding of policies, practices and procedures applying to prisoner management and custodial operations and services, preferably demonstrated through experience as a prison officer or in a prison operational environment.

Special requirements/equipment

Nil

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Commissioner

Signature: _____ Date: _____

HR certification date: _____